Constant Unit Data

VP / President	President Collier	Div / Acct Unit	Collier Campus Dean
Edison Unit	Collier Campus Learning Resources		CIP

Unit Purpose: 0304 LR provides access to information in all formats and teaches library users to efficiently and effectively find and use information.

Ongoing Assessments: Statistics on utilization of resources. Surveys conducted on user satisfaction. Bibliographic Instruction surveys and test results; monthly reports of usage statistics; circulation and reserve room usage reports;

Yearly Plan Data

Planning Year	2006-2007	Plan Number	2
Planner	Suzy Westenkirchner	Plan Date	5/8/2006

Problematic Assessment Measures: Continue staff training in areas of reference and circulation responsibilities (ALEPH library management software) interlibrary loan procedures and internet services

Problem or Opportunity: Challenge of staff being able to recognize and solve computer related issues as they arise

Goal: 3. Facilitate student success

Action Plan Step 1	Online training and support from CCLA and SWFLN workshops, as well as training provided by Technology Services via Edison	Who 1	Suzy Westenkirchner, Diane and Liz
Step 2	Cross training with computer issues and internet accessibility, increased competency and accuracy	Who 2	
Step 3		Who 3	
Step 4		Who 4	
Step 5		Who 5	

Measureable Outcomes

1. Secure tracking of materials and services
2. Technical Assistants feel confident and competent helping users
3.

Indicator	Department Survey
Other Indicator	

Comment

Approved by VP   JeffSAllbritten - 10/25/2006